



## HUMAN RESOURCE CONSULTANT 4

**Opens:** December 8, 2006  
**Closes:** extended to January 15, 2007  
**Salary:** \$3,908 – 5,003 (range 58)

**LOCATION:** There is **one full-time permanent opening** in Lacey with the Public Employees Benefits Board (PEBB) division of the Health Care Authority. This is an overtime exempt position that is not covered by a union bargaining agreement. The position reports to the Outreach and Education Manager.

**WHO MAY APPLY:** This recruitment is open to anyone who meets the Requirements and who most closely meets the Desirable Qualifications.

**DUTIES:** The incumbent of this position will serve as the training lead for the Public Employees Benefits Board program within the HCA, responsible for implementing and managing all external, agency-focused learning activities in support of PEBB operations. Responsibilities of this position include:

- Consultation with managers, supervisors and professional staff within the HCA and across state agencies, institutions of higher education, and participating employer groups on training solutions and education needs for staff who use the Pay1 and BAIAS systems to enroll and adjust records for benefits-eligible employees and their family members.
- Creating and implementing project work plans and budgets to guide the development of PEBB training and education programs.
- Conducting needs assessments for PEBB education and training programs. Identifying audiences, numbers of participants, learning needs, levels, and styles; timelines; general content requirements; technology requirements; delivery means; and appropriate subject matter experts.
- Facilitating subject matter experts' discussions in order to complete training task analyses and educational content assessments; documenting tasks, associated process steps, and content needs for all PEBB training and education programs.
- Designing PEBB training and education programs in response to needs assessments, task analyses, available technology, work plan resource requirements, and timelines. Applying adult learning principles to designs to ensure programs will be effective structured learning experiences for all participants.
- Designing PEBB training and education materials to include: learning objectives/outcomes; selection of instructional methods; structuring of learning activities; application of delivery technologies; lesson plans; authoring of participant manuals, power point presentations, facilitator guides, and associated training aides for participants.
- Identifying and preparing instructors to deliver PEBB training and education programs.
- Overseeing production of all PEBB training and education materials, both for students and instructors; including the production of DVD's, webcasts, and other materials for on-line learning technologies.
- Validation of PEBB training and education programs.
- Development of a system to evaluate the effectiveness of PEBB training and education programs.
- Preparing instructional guides and training-of-trainer materials to perpetuate and enhance the delivery of PEBB training and education programs.
- Representing the HCA on various inter-agency external working groups to advance HCA training and education interests.
- Locating appropriate facilities and sites for classroom-delivered instruction.
- Overseeing the scheduling of classes, and registration and confirmation of participants.
- Serving as lead for 3 staff members in the Outreach and Training Team.
- Delivering and facilitating training and education programs.
- Supporting the training efforts of BAIAS, the state's new benefits administration system.

**REQUIRED QUALIFICATIONS:**

- A Bachelor's degree in Adult Education or Adult Performance Enhancement/Training and Development. Expert knowledge of adult learning principles, styles, and practices.
- A valid Washington State Drivers License.

**DESIRABLE QUALIFICATIONS:**

**A minimum of three years of professional level experience in each of the following three areas is preferred:**

- **Training Consulting:** Demonstrated ability to employ expertise and effective partnering skills to help staff at all levels of the organization address training and development needs.
- **Course Design and Development:** Demonstrated ability to research, design, develop and implement successful learning events and materials for complex content.
- **Project Management:** Demonstrated ability to direct and integrate all aspects of work plans and budget plans to deliver effective products and services.

**A minimum of two years of professional level experience in the following area is preferred:**

- **Training Delivery:** Demonstrated ability to conduct training classes and other learning events.

**Additional desirable qualifications:**

- **Training Assessments:** Demonstrated ability to accurately assess the training needs of individuals and teams.
- **Facilitation of Subject Matter Experts:** Demonstrated ability to coordinate and lead small groups of subject matter experts for the purpose of developing learning events.
- **Evaluation:** Demonstrated ability to evaluate the effectiveness of training events and materials.
- **Production of Materials:** Demonstrated ability to write and produce attractive and effective training manuals, including materials suitable for on-line learning programs.
- **Computer-based Instruction:** Demonstrated ability to design and produce training programs for delivery through webcasting and other forms of computer-aided media.
- **Coaching:** Demonstrated ability to partner with co-workers and agency trainers and provide instruction and feedback to maximize their success as trainers.
- **Managing Change:** Demonstrated ability to adapt to changing needs and responsibilities and help others adapt to the same.
- **Customer Service:** Demonstrated ability to provide consistent quality service to internal and external customers. Ability to build and maintain customer satisfaction with products and services being offered.
- **Teamwork:** Demonstrated ability to work cooperatively with others. Ability to deal with and resolve conflict in respectful and effective manner.
- **Interpersonal Skills:** Demonstrated ability to build constructive working relationships characterized by high levels of acceptance, cooperation, and mutual regard. Gains the support of others.
- **Performance-based Culture:** Demonstrated ability to contribute to the creation and maintenance of an organizational culture that focuses on the accomplishment of goals and objectives.

**In addition candidates must be willing and able to:**

- Work Monday through Friday from 8:00 AM to 5:00 PM.
- Travel statewide throughout the year for periods of a week at a time and at least 40% of the year. May include working weekends and evenings.
- On an occasional basis be willing to provide own transportation when a state vehicle is not available.
- Lift and carry training materials and equipment that weighs up to 45 pounds.
- Develop working knowledge of PEBB benefits, WACs, RCWs, enrollment processes, health plan benefits, automated insurance systems, and eligibility criteria.
- Research and locate training facilities throughout the state that meet ADA accessibility standards and participant needs.
- Work at a computer up to 80% of the workday in an office setting.
- Serve as a lead for 3 other employees, checking on status and timeliness of their work projects.

**Application Process: Candidates may apply by submitting the following packet of information:**

1. A letter of interest with a detailed description of your experience in all of the areas listed in the Required and Desirable Qualifications sections.
2. A completed Washington State Application Form.
3. A résumé listing names of employers, dates of employment, and degree(s) attained.
4. Three samples of your work applicable to this position.

Samples could include: ***participant workbooks or manuals, instructor guides, lesson plans, accessible links to any on-line training programs or VOD (voice on demand) programs you have created, videos or discs of your own presentations, power point presentations you have authored, and handouts or other ancillary training materials used to support your learning experiences.***

5. A minimum of three employment references, two supervisors and one peer or co-worker.
6. The reference authorization form.

**Applications must be received by 5:00 PM on January 15, 2007.**

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <b><u>Human Resource Consultant 4</u></b> in the subject line  hrmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734  TTY: (360) 923-2703

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**REFERENCE AUTHORIZATION FORM**

To Whom It May Concern:

I, \_\_\_\_\_, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests.

This authorization includes review of state employee personnel files.

Date \_\_\_\_\_ Printed name of applicant \_\_\_\_\_

Applicant's signature \_\_\_\_\_

Where did you hear about this job? HCA ☐ Craig's List Newspaper ad Mailing Associate ☐

NOTE: A photocopy of this information shall be as valid as the original

The Health Care Authority vigorously pursues diversity in the workforce. Women, racial and ethnic minorities, persons of disability, and disabled and Vietnam-era veterans are encouraged to apply. Persons of disability needing assistance in the application process may call the Health Care Authority Human Resources Office at (360) 923-2819 or TTY (360) 923-2703. Applicants needing this announcement in an alternate format should contact our ADA Coordinator at (360) 923-2805 or TTY (360) 923-2701.